



Data and Privacy File Guides

AppleCare Secure Messaging History

July 2022

File name AppleCare Secure Messaging History.csv

File description This file contains information collected from the user in the AppleCare Secure Messaging Portal.

Why Apple keeps this information Apple retains this information from the user in order to provide the requested service and to ensure the integrity of the user's interaction with AppleCare.

Plan Protection Provider Apple is providing any AppleCare Services data we hold on behalf of your Protection Plan Provider. If AppleCare Services data files are provided, they will be identified with your Protection Plan Provider's name.

Field Name	Details
Answers Details	The answers provided by the user
Attachments	Attachments provided by the user
Case ID	Unique number for the user's support session
Case Title	The title assigned to the user's support session
Case Type	The type of support session
Customer Expiration Timestamp	The date and time the token expires for the customer - Customer can no longer use the link to submit the data in Cryptozen
Customer Interaction	Whether the specific support interaction was initiated by the user or by Apple
Device IP address	The IP address of the device from which the user action was taken
Questions Details	The questions asked to the user
Token Status	Status of the users token